

December 22, 2011

TO: ALL OFFERORS

FROM: CARMEN HERRERA
IT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL - CONTRACT NO. DTI-12201-
ITPPM_SOL, IT Project Portfolio Management Solution

ADDENDUM #1

This addendum is to advise all Offerors of the following:

1. Written questions and answers are attached.
2. All terms and conditions remain the same.

IT Project Portfolio Management Solution (DTI-12201-ITPPM_SOL) Questions and Answers

- 1) A public opening of all proposals received by the date and time listed above will occur immediately after that time. Only the names of the Offerors will be announced. No additional information will be disclosed at that time. Can we be notified by email?
 - a) Answer: A list of the submitted proposals will be posted on the website at a later date.
- 2) If a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information. Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written. Will our pricing be made public if we are awarded the bid?
 - a) Answer: As stated in Section IV. 11. Confidentiality of Documents, the State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 *Del. C.* Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.
- 3) No activity is to be executed in an off shore facility, either by personnel, a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration. Can you define what you mean by activity?
 - a) Any activity (create, read, update, delete) performed on State data. It includes but may not be limited to service desk, password resets, data mining, data backup, disaster recovery, and fail-over. Any other work germane to fulfilling the requirements of this contract between execution and closure of the contract.
- 4) 4.4. Manage the State's capacity (resources, funding, hardware, facilities, etc.) to requested work demands Can you please elaborate on what you mean by capacity management for hardware ?
 - a) Answer: Assess and plan for tactical and strategic infrastructure to ensure compliance with a Service Level Agreement. Capacity management supports the optimum and cost-effective provisioning of hardware by helping organizations match their IT resources to business demands.

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Questions and Answers

- 5) Section Appendix – Scope of Work, Paragraph 1, Page 49, Text of passage being questioned: The applicant is expected to be a commercial off-the-shelf (COTS) product or hosted solution for approximately 150 end users. Question: Is there an incumbent for this project now? If so, who?
- a) Answer: No, there is no incumbent for this project.
- 6) Section Appendix – Scope of Work, Paragraph 1, Page 49, Text of passage being questioned: The applicant is expected to be a commercial off-the-shelf (COTS) product or hosted solution for approximately 150 end users. Question: What is the estimated budget and LOE?
- a) Answer: The State expects Offerors to provide cost estimates and the level of effort for this procurement.
- 7) Section Required Information, Paragraph A, Page 5, Text of passage being questioned: Provide a list of current service employees, their certification, their number of years of experience...etc. Question: Are there any specific personnel requirements (PMPs, etc.)?
- a) Answer: The Offeror's proposed solution should be supported by the appropriate personnel credentials, skill sets and expertise to execute the Offeror's stated scope.
- 8) Section Appendix A, Paragraph 2, Page 49, Text of passage being questioned: DTI is looking to implement a Project Portfolio Management (PPM) tool....etc. Question: What project portfolio management tools are in use today?
- a) Answer: The State is seeking a replacement or an enhancement of its current PPM solution. One of the products comprising the PPM process toolset eligible for replacement or enhancement is Microsoft Project Server 2007. Another one of the products comprising the PPM process toolset that requires replacement is a Lotus Notes-based Business Case Summary workflow system that is a Statewide, customized application developed by DTI. The remainder of the PPM process is primarily fulfilled by manual manipulation of data including, but not limited to word processor and spreadsheet template files, forms and formats.

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- 9) IV.13. Performance Bond Requirement Page 11: The Department of Technology and Information reserves the right to invoke the bonding requirement on a case-by-case basis at their own discretion. The cost of such bonding shall be negotiated by and for the account of the requesting entity. Question: Will the state determine if a bond will be required prior to submission of the proposals?
- a) Answer: As stated in the RFP, the Department of Technology and Information reserves the right to invoke the bonding requirement on a case-by-case basis at their own discretion.
- 10) IV.5.o Work Product Page 24: All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the State. The vendor will seek written permission to use any product created under the contract. Question: The software is owned by the software vendor and the State will have a license to use it. Any custom work would be the property of the State. Is this acceptable?
- a) Answer: As stated in Section IV. 20 Exceptions to the RFP, any exceptions to the RFP, or the State of Delaware's terms and conditions, must be stated in writing on the page provided in the proposal labeled as Attachment 3. Please follow all instructions listed in Section IV. 20 Exceptions to the RFP.
- 11) Attachment 12 Page 47 20 SOW: The Master Contractor may deliver two copies of each software source code and software source code documentation to a State-approved escrow agent with the State's prior approval. The Master Contractor shall cause the escrow agent to place the software source code in the escrow agent's vaulted location, in Delaware, and that is acceptable to the State. Two copies of the source code shall be stored on compact discs or other media designated by the State in a format acceptable to the State, and shall be easily readable and understandable by functional analysts and technical personnel with the skill set for that type of component, subcomponent, or software code. **Question:** Most software vendors including ourselves have agreements with a single worldwide escrow agent that in the event of bankruptcy, ceasing to perform business, etc., the source code is released to customers by the Escrow Agent. The state would be listed with the Escrow Agent as a recipient of the source code in the event the software was not supported anymore. Is this acceptable to the State rather than have a specific Delaware Escrow Agent?
- a) Answer: As stated in Section IV. 20 Exceptions to the RFP, any exceptions to the RFP, or the State of Delaware's terms and conditions, must be stated in writing on the page provided in the proposal labeled as Attachment 3. Please follow all instructions listed in Section IV. 20 Exceptions to the RFP.

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12) Appendix A Cloud Computing Solutions Section 2.9 Page 55:

2.9. Please state the Respondent's certified compliance to Federal, State of Delaware and international regulatory standards, and guidelines, for examples:

- ☐ Electronic Communications Privacy Act (ECPA); Stored Communications Act (SCA)
- ☐ USA Patriot Act (including National Security Letters; FISA warrants)
- ☐ Warrants and Subpoenas Generally
- ☐ Data security issues and data breach notification
- ☐ Family Educational Rights and Privacy Act (FERPA)
- ☐ Gramm-Leach-Bliley Act (GLBA)
- ☐ Health Insurance Portability and Accountability Act (HIPAA)
- ☐ Health Information Technology for Economic and Clinical Health (HITECH) Act
- ☐ Sarbanes Oxley
- ☐ State Laws and Regulations
- ☐ Section 5 of the FTC Act
- ☐ FISMA, ISO 27001, SAS Type II)

Question: As a small business, we are exempt from these requirements for our Federal and State clients. Will the State allow small businesses to be exempt from these requirements?

- a) Answer: As stated in Section IV. 20 Exceptions to the RFP, any exceptions to the RFP, or the State of Delaware's terms and conditions, must be stated in writing on the page provided in the proposal labeled as Attachment 3. Please follow all instructions listed in Section IV. 20 Exceptions to the RFP.

13) Section II. Overview, Paragraph 1, Page 3, Text of passage being questioned: The proposed schedule of events Question: Can you elaborate on the decision timeframe after the submittal? Also, will there be a shortlist or will a final decision be made?

- a) Answer: As stated in the RFP, the goal of this Request for Proposal to identify a vendor(s) and execute a contract to implement an IT Project Portfolio Management (PPM) Solution for the Department of Technology and Information (DTI). While the State of Delaware expects to negotiate and contract with only one prime vendor, nothing shall prohibit the State from the full exercise of its options under Section IV.B.17 regarding multiple source contracting. Per IV. 21. Award of Contract, the State of Delaware has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.

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14) Section Six – Appendix A – Scope of Work...#2, Paragraph Three, Page 49, Text of passage being questioned: The new tool will replace/enhance the existing solution. Question: As it may impact implementation requirements and integration, what is the existing IT Project Portfolio Management solution that is being replaced and vendor name? Will there be data that you want integrated/imported into the new solution?

- a) Answer: The State is seeking a replacement or an enhancement of its current PPM solution. One of the products comprising the PPM process toolset eligible for replacement or enhancement is Microsoft Project Server 2007. Another one of the products comprising the PPM process toolset that requires replacement is a Lotus Notes-based Business Case Summary workflow system that is a Statewide, customized application developed by DTI. The remainder of the PPM process is primarily fulfilled by manual manipulation of data including, but not limited to word processor and spreadsheet template files, forms and formats.

15) General Question: Are there any integration requirements to integrate into backend systems? What Financial system are you using?

- a) Answer: No, there are no plans to interface this system with the existing financial system.

16) General Question: Was there a distribution list of vendors that received the RFP?

- a) Answer: As an outreach effort, the Department of Technology and Information attempted to notify vendors listed on the “MarketScope for Project and Portfolio Management Applications” (13 June 2011 Daniel B. Stang Gartner inc. G00213331 <http://www.gartner.com/technology/home.jsp>) that the IT Project Portfolio Management Solution (DTI-12201-ITPPM_SOL) was posted on the central Bid Solicitation Directory at <http://bids.delaware.gov>.

17) Section VI. O. Appendix B – Licensing and Pricing, Paragraph 2.1, Page 57, Text of passage being questioned: Describe how you license your software products installed on client systems. Question: In responding to this question and several others, do you have a preference for a SaaS model or a perpetual license?

- a) Answer: Per Appendix A Project Overview, this application is expected to be a commercial off-the-shelf (COTS) product or hosted solution for approximately 150 end users. DTI is not interested in a fully customized solution and will not consider such offers.

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18) Section 1, Paragraph 2, Page 3 Question #1: Why is DTI purchasing a PPM solution now?

- a) Answer: Per Appendix A Project Background and Purpose, the project was initiated to enhance DTI's ability to successfully balance goals and risks with cost and resources. This balance will allow DTI to enhance decisions regarding strategies, programs, projects, products, services, and applications. The PPM solution should enable DTI to optimize the delivery of our services while managing costs and complexity.

19) Section 1, Paragraph 2, Page 3 Question #2: What does DTI use today to support the IT PMO?

- a) Answer: DTI uses internal resources.

20) Section 1, Paragraph 2, Page 3 Question #3: What type of ROI/TCO metrics are being used to justify the purchase of this solution.

- a) Answer: The State expects Return on Investment and Total Cost of Ownership for a portfolio management solution to be similar in comparison with industry and government implementations of these tools and processes. As ROI and TOC quantification will vary based upon each Offeror's proposed solution, the State recommends the bidders provide an assumption set towards justifying the purchase of the bidder's proposed solution, including but not limited to business cases of executed implementations germane to the proposed solution.

21) Section 1, Paragraph 2, Page 3 Question #4: What other steps in the process will be required by the vendor, i.e. demonstrations, proof of concepts, etc.

- a) Answer: All requirements of the vendor are as stated in the RFP.

22) Section 1, Paragraph 2, Page 3 Question #5: How much money is budgeted to support the purchase and implementation of the PPM solution?

- a) Answer: The State expects the Offerors to provide cost estimates and the level of effort for this procurement.

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23) Section 1, Paragraph 2, Page 3 Question #6: Is DTI leveraging third parties resources in this evaluation and if so WHO?

- a) Answer: Per page 14 of the RFP, the Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The State of Delaware reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors.

24) Section 1, Paragraph 2, Page 3 Question #7: Is DTI replacing its current PPM solution and if so what product is being replaced?

- a) Answer: The State is seeking a replacement or an enhancement of its current PPM solution. One of the products comprising the PPM process toolset eligible for replacement or enhancement is Microsoft Project Server 2007. Another one of the products comprising the PPM process toolset that requires replacement is a Lotus Notes-based Business Case Summary workflow system that is a Statewide, customized application developed by DTI. The remainder of the PPM process is primarily fulfilled by manual manipulation of data including, but not limited to word processor, presentation and spreadsheet template files, forms and formats.

25) Section 1, Paragraph 2, Page 3 Questions #8: What technology product/ products does DTI leverage for Help Deck? Trouble Ticketing, ERP Financial, ERP HR, Software Development Tools?

- a) Answer: There are no plans to interface this system to DTI's Help Desk tool or financial management system.

26) Section 1, Paragraph 2, Page 3 Question #9: Does DTI leverage both Agile and Waterfall project methodologies?

- a) Answer: Yes.